



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: 00008
Date: March, 2000

00V-054



PRODUCT SAFETY CAMPAIGN

SUBJECT: 00008 - INCORRECT PITMAN ARM/Drag Link TAPERED HOLE

MODELS: 2000 CHEVROLET AND GMC C3500HD CHASSIS CAB

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 Chevrolet and GMC C3500HD chassis cabs. Some of these vehicles exhibit a condition where the tapered hole in the drag link end that attaches to the pitman-arm tapered ball-stud may be machined too deep causing the hole to be oversized. A drag link with an oversized hole may not "seat" the pitman arm tapered ball stud when assembled. This could cause higher than normal friction between components during operation, and over time, result in joint separation or a broken ball stud. If the joint separated or the ball stud broke while the vehicle was moving, steering control would be lost and a vehicle crash could occur without prior warning.

CORRECTION

Dealers are to inspect the steering linkage assembly, and if necessary, replace the drag link and the pitman arm.

VEHICLES INVOLVED

Involved are certain 2000 Chevrolet and GMC C3500HD chassis cabs built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
2000	GMC	C3500HD	Flint	YF403904	YF426688
2000	Chevrolet	C3500HD	Flint	YF402338	YF428433

IMPORTANT: Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System) or GM Access Screen (Canada only) or DCS Screen 445 (IPC only) before beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

PARTS INFORMATION

Parts required to complete this campaign are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/ Vehicle
11516073	Nut (Required only if the pitman arm and steering link connecting rod are not replaced. If they do require replacement, the nut will be in kits below)	1 (if req'd)
26033290*	Arm Kit, Pitman	1 (if req'd)
26023005*	Rod Kit, Steering Link Connecting	1 (if req'd)

*** Important:** It is estimated that only 2% of 1,790 involved vehicles will require replacement of the pitman arm and drag link. Please order parts accordingly. If inspection determines part replacement is needed, both kits will be required.

SERVICE PROCEDURE

Inspection Procedure

1. With the vehicle wheels in the straight-ahead position, locate the pitman arm ball stud to drag link attachment located forward of the steering gear on the left side of the vehicle.
2. Remove the pitman arm ball stud nut and discard.
 - If the drag link is seated on the taper of the pitman arm ball stud, no further action is required. Install a new ball stud nut, P/N 11516073, and tighten to 47 Nm (35 lb ft). Install the GM Campaign Identification Label.
 - If the drag link is not seated on the taper of the pitman arm ball stud and the two can be separated, proceed to the Replacement Procedure below.

Replacement Procedure

1. Raise and suitably support the vehicle.

Important: Use the proper tool listed below in order to remove the pitman arm from the steering gear shaft.

J 29107-A Universal Pitman Arm Puller

or

J 8632-01 Pitman Arm Puller

2. Loosen the outboard drag link adjusting sleeve clamp bolt.
3. Remove and retain the pitman arm nut and washer that is securing it to the steering gear shaft. Slide the steering gear shaft dust seal upward, providing access for the puller.
4. Noting the position of the pitman arm to the steering gear shaft for assembly purposes, remove the arm from the shaft.
Important: Note the number of turns/rotations required in the next step.
5. Disconnect the drag link from the drag link adjusting sleeve, counting the number of turns/rotations required to disengage the link from the sleeve.
6. Assemble the new drag link to the new pitman arm, hand tightening the free running nut contained in the pitman arm kit.
7. Install the new drag link and pitman arm assembly into the adjusting sleeve the same number of turns/rotations that was required to remove the old drag link and arm assembly, as noted in step 5.
8. Position the new drag link and pitman arm assembly in the location noted in step 4 and assemble the pitman arm to the steering gear shaft.
9. Install the pitman arm washer and nut. Tighten the nut to 250 Nm (184 lb ft). Slide the steering gear shaft dust seal downward against the pitman arm until it is in contact with the pitman arm.
10. Tighten the pitman arm ball stud free spinning nut to 62 Nm (46 lb ft) and then remove the nut and discard.
11. Install the torque prevailing pitman arm ball stud nut contained in the pitman arm kit and tighten the nut to 47 Nm (35 lb ft).
12. Tighten the drag link adjusting sleeve clamp bolt to 68 Nm (50 lb ft).
13. Lube the pitman arm ball stud.
14. Lower the vehicle.
15. Install the GM Campaign Identification Label.

CAMPAIGN IDENTIFICATION LABEL – For US and IPC

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-888-414-6322 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number S-1015 when ordering.

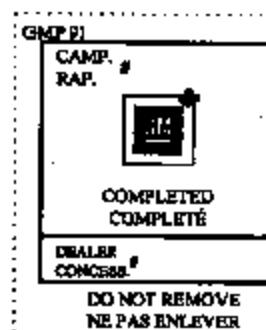


Additional Campaign Identification Labels for IPC dealers can be obtained from your Regional Marketing Office

CAMPAIGN IDENTIFICATION LABEL – For CANADA

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. Additional Campaign Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-888-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.



CLAIM INFORMATION

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS
Inspect Only - No Further Action Required	1	N/A	N/A	MA-96	V0484	0.2
Inspect & Replace Pitman Arm and Drag Link	2	—	**	MA-96	V0485	0.7

- * For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".
- ** The "Parts Allowance" should be the sum total of the current GMSPO Dealer Net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the pitman arm and drag link needed to complete the repair.

Refer to the General Motors WINS Claims Processing Manual for details on Product Campaign Claim Submission.

CUSTOMER NOTIFICATION – For US and CANADA

Customers will be notified of this campaign on their vehicles by General Motors (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For IPC

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached suggested dealer letter.

DEALER CAMPAIGN RESPONSIBILITY – For US and IPC (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall campaign notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the campaign is not completed within a reasonable time.

DEALER CAMPAIGN RESPONSIBILITY - ALL

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. Campaign follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer/retailer for information on whether your vehicle may be affected by the information.



**We Support
Voluntary Technician
Certification**

00008

(Sample Of Notification Used)

March, 2000

Dear Chevrolet/GMC Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 Chevrolet and GMC C3500HD chassis cabs. Some of these vehicles exhibit a condition where the tapered hole in the drag link end that attaches to the pitman-arm tapered ball-stud may be machined too deep causing the hole to be oversized. A drag link with an oversized hole may not "seat" the pitman arm tapered ball stud when assembled. This could cause higher than normal friction between components during operation, and over time, result in joint separation or a broken ball stud. If the joint separated or the ball stud broke while the vehicle was moving, steering control would be lost and a vehicle crash could occur without prior warning.

What Will Be Done: Your dealer will inspect the steering linkage assembly, and if necessary, replace the drag link and the pitman arm. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this inspection is approximately 15 minutes, and another 30 minutes if the service correction is required. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Contacting Your Dealer: Please contact your Chevrolet/GMC dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your Chevrolet/GMC dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate customer assistance center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

**Chevrolet/Pontiac-GMC Division
General Motors Corporation**

Enclosure